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PTO/SB/21 (08-00)

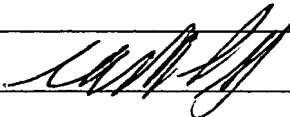
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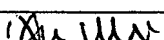
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<b>TRANSMITTAL FORM</b>  (to be used for all correspondence after initial filing)	Application Number	10/081,560
	Filing Date	02/20/2002
	First Named Inventor	Michael Ely
	Group Art Unit	2161
	Examiner Name	N/A
	Total Number of Pages in This Submission	Attorney Docket Number

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input checked="" type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Assignment Papers # (for an Application) <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition # <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input checked="" type="checkbox"/> Return Receipt Postcard	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): 1-1449 IDS Form 2-Two references cited
Remarks		

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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	IP CREATORS
Signature	 Charles C. Cary Reg. #: 36,764
Date	April 2, 2003

CERTIFICATE OF MAILING			
I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, Washington, DC 20231 on this date: April 2, 2003			
Typed or printed name	Susan W. Xu		
Signature		Date	April 2, 2003

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**PATENT**

In re application of: Michael Ely et al.

Attorney Docket No.: ASPTP001

Application No.: 10/081,560

Examiner: N/A

Filed: Feb. 20, 2002

Group: 2161

Title: METHOD AND APPARATUS FOR A  
BUSINESS CONTACT CENTER

**CERTIFICATE FIRST CLASS MAILING**

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Dated: April 2, 2003

Signed: \_\_\_\_\_

Susan W. Xu

**INFORMATION DISCLOSURE STATEMENT**  
**UNDER 37 CFR §1.56 AND 1.97(c)**

Assistant Commissioner for Patents  
Washington, DC 20231

Dear Sir:

Listed below or on an attached Form PTO-1449 is information known to applicant(s). A copy of each listed publication and U.S. and foreign patent, except for pending U.S. applications, is being submitted herewith, along with a concise explanation of information in a foreign language, if any, pursuant to 37 C.F.R. §1.97-1.98.

Applicants respectfully request that the listed information be considered by the Examiner and be made of record in the above-identified application. If form PTO-1449 is enclosed, the Examiner is requested to initial and return it in accordance with MPEP §609.

This statement is not intended to represent that a search has been made or that the information cited in the statement is, or is considered to be, material to patentability as defined in §1.56.

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This statement qualifies under 37 C.F.R. §1.97, subsection (b) because (check all that apply):

- ☐ (1) It is being filed within 3 months of the application filing date  
-- OR --  
☐ (2) It is being filed within 3 months of entry of a national stage  
-- OR --  
☒ (3) It is being filed before the mail date of the first Office Action on the merits.

☐ 37 C.F.R. §1.97(c). If this statement is being filed after the latest of: (1) three months beyond the filing date of a national application; (2) three months beyond the date of entry of the national stage as set forth in §1.491 in an international application; or (3) the mailing date of a first Office action on the merits, but before the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, then:

☐ a certification as specified in §1.97(e) is provided below; or

☐ a fee of \$180.00 as set forth in §1.17(p) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.

☐ 37 C.F.R. §1.97(d). If this statement is being filed after the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, but before payment of the issue fee, then:

B. a petition under 37 C.F.R. §1.97(d) requesting consideration of this statement is submitted herewith; and


C. a fee of \$130.00 as set forth in §1.17(i)(1) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.

☐ 37 C.F.R. §1.97(e). A statement under this section must state either:

- (1) That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement;

X **Fee Authorization.** The Commissioner is hereby authorized to charge any underpayment of any additional fees or credit any overpayment associated with this communication to Deposit Account No. 50-1338 (Order No. ASPTP001). A duplicate copy of this authorization is enclosed.

Respectfully submitted,  
IP CREATORS

  
Charles C. Cary  
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<b>Form 1449 (Modified)</b> <b>Information Disclosure</b> <b>Statement By Applicant</b>  (Use Several Sheets if Necessary)	Atty Docket No. ASPTP001 Application No.: 10/081,560 Applicant: ELY et al. Filing Date 02/20/ 2002 Group 2161
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### U.S. Patent Documents

Examiner Initial	No.	Patent No.	Date	Patentee	Class	Sub-class	Filing Date
	A	6,122,364	09/19/2000	Petrunka et al.			
	B	6,526,041	02/25/2003	Shaffer et al.			
	C						
	D						
	E						
	F						
	G						
	H						
	I						
	J						

### Foreign Patent or Published Foreign Patent Application

Examiner Initial	No.	Document No.	Publication Date	Country or Patent Office	Class	Sub-class	Translation	
							Yes	No
	A							
	B							
	C							
	D							
	E							

### Other Documents

Examiner Initial	No.	
	A	
	B	
	C	
	D	
	E	
Examiner		Date Considered

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Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.